

**PROTOCOL AND REFERRAL FORM FOR INFORMATION
EXCHANGE BETWEEN FAMILY COURT AND CHILD WELFARE SERVICES**

October 2006

Child abuse and/or neglect reports are to be faxed to the Department of Human Services, Child Welfare Services Branch, Centralized Intake Units (hereafter referred to as Child Welfare Intake) at (808) 832-5292 or toll free at 1-800-399-1614.

Use the Family Court Referral Form (hereafter referred to as the Referral Form) to report child abuse/neglect to Child Welfare Intake and the Referral Form will be attached as a Family Court exhibit. If the Family Court pleadings are the source of the report to Child Welfare Intake and the necessary information is contained in the court pleadings faxed to Child Welfare Intake, it is not necessary to complete Part I and II of the Referral Form.

The child abuse/neglect report may result in one of the following actions:

1. Assign for an investigation by a Child Welfare Services social worker.
2. Assign for services to Child Welfare Services' contracted Voluntary Case Management provider.
3. Assign for services to Child Welfare Services' contracted Family Strengthening Services provider.
4. No Child Welfare Services intervention is warranted.

Child Welfare Intake will assess the report and provide the Family Court referral source with its disposition within four working hours of Child Welfare Intake's acceptance of the report. If the report is accepted for a Child Welfare Services investigation or referred to Voluntary Case Management or Family Strengthening Services, Child Welfare Intake will identify the assigned Child Welfare Services unit or provider. A short explanation will be provided if no Child Welfare Services intervention is warranted.

If Child Welfare Intake accepts the report for a Child Welfare Services investigation, the assigned Child Welfare Services worker will provide a written report at least two days prior to the scheduled Family Court hearing.

If the report is assigned to Voluntary Case Management or Family Strengthening Services, they will provide a written report at least two days prior to the next scheduled Family Court hearing and will accompany the client as a support to the Family Court hearing. Voluntary Case Management and Family Strengthening Services providers are not contracted to represent Child Welfare Services or the client in these hearings and are not parties to legal proceedings that involve the client. Voluntary Case Management and Family Strengthening Services providers do not speak for the client or Child Welfare Services. Their role is to provide Family Court with information on the client's situation and to sit with the client to offer support.

When the Family Court deems the situation warrants a Child Welfare Services investigation, the Family Court may instruct the Voluntary Case Management or Family Strengthening Services provider to refer the matter back to Child Welfare Intake for Child Welfare Services to conduct an investigation and provide a report to the Family Court.

"INFORMATION ONLY": This option is selected when the Family Court is aware that there is an ongoing case with an assigned worker (either Child Welfare Services, Voluntary Case Management or Family Strengthening Services) or that a family has been recently active with Child Welfare Services, and the "need to know information" does not rise to the level of a child abuse/neglect report. Examples are "Jane Doe dropped her Temporary Restraining Order" or "You closed the 587 Doe family case two months ago and the Court received a new Temporary Restraining Order application which indicates that the family may have unanticipated problems." Child Welfare Intake will document the information in its database and take appropriate action. An acknowledgement of Child Welfare Intake's receipt of the information and action taken is preferred but not required by the Family Court.



State of Hawaii
Department of Human Services, Social Services Division
Child Welfare Services Branch, Statewide Child Welfare Services Section
Child Welfare Services Intake Units 1 and 2
Fax: (808) 832-5292 or 1-800-399-1614
420 Waiakamilo Road, Suite 300 A
Honolulu, Hawaii 96817

FAMILY COURT REFERRAL FORM

FAMILY COURT ☐ First Circuit ☐ Second Circuit ☐ Third Circuit ☐ Fifth Circuit

DATE: _____ REFERRED BY: _____ TITLE: _____

TELEPHONE NUMBER: _____ FAX NUMBER: _____

Referral source to complete Part I and II. Child Welfare Services to complete Part III.

PART I ☐ **CHILD ABUSE/NEGLECT REPORT** ☐ **INFORMATION ONLY**

FC CASE # _____ JUDGE: _____

☐ DOCUMENTS REGARDING THE CONCERNS ARE ATTACHED

☐ NO DOCUMENTS ARE ATTACHED, CONCERNS ARE AS FOLLOWS:
CONCERNS: _____

PART II CLIENT INFORMATION

☐ DOCUMENTS WITH THE CLIENT INFORMATION ARE ATTACHED

☐ NO DOCUMENTS ARE ATTACHED, THE INFORMATION IS AS FOLLOWS:

FATHER: _____ DOB: _____ SSN: _____

MOTHER: _____ DOB: _____ SSN: _____

CHILDREN: _____ DOB: _____ SSN: _____

_____ DOB: _____ SSN: _____

_____ DOB: _____ SSN: _____

CHILDREN RESIDING WITH ☐ BOTH PARENTS ☐ FATHER ☐ MOTHER ☐ OTHER

FATHER'S ADDRESS: _____ CITY: _____ STATE: _____

TELEPHONE: RES: _____ BUS: _____ CELL: _____

MOTHER'S ADDRESS: _____ CITY: _____ STATE: _____

TELEPHONE: RES: _____ BUS: _____ CELL: _____

OTHER: _____

RELATIONSHIP: _____

ADDRESS: _____ CITY: _____ STATE: _____

TELEPHONE: RES: _____ BUS: _____ CELL: _____

PART III TO BE COMPLETED BY CWS INTAKE UNIT – ACTION TAKEN ON THE CHILD ABUSE/NEGLECT REPORT

FAX TO: ☐ 1ST CIRCUIT (808) 539-4223
☐ 3RD CIRCUIT (808) 934-5717

☐ 2ND CIRCUIT (808) 244-2755
☐ 5TH CIRCUIT (808) 482-2655

☐ ACCEPTED FOR CHILD WELFARE SERVICES INVESTIGATION, ASSIGNED TO _____ UNIT, TELEPHONE _____

☐ REFERRED TO:

VOLUNTARY CASE MANAGEMENT SERVICES:

- ☐ OAHU: CATHOLIC CHARITIES (DIAMOND HEAD)
- ☐ OAHU: CATHOLIC CHARITIES (CENTRAL)
- ☐ OAHU: FOSTER FAMILY PROGRAMS (LEEWARD)
- ☐ EAST HAWAII: FOSTER FAMILY PROGRAMS
- ☐ WEST HAWAII: PERSONAL PARENTING AND ASSESSMENT SERVICES
- ☐ MAUI: CHILD AND FAMILY SERVICE
- ☐ KAUAI: PERSONAL PARENTING AND ASSESSMENT SERVICES

FAMILY STRENGTHENING SERVICES:

- ☐ OAHU: CHILD AND FAMILY SERVICE
- ☐ EAST HAWAII: CHILD AND FAMILY SERVICE
- ☐ WEST HAWAII: NEIGHBORHOOD PLACE OF KONA
- ☐ MAUI: PARENTS INC.
- ☐ MOLOKAI: MOLOKAI INTEGRATED SERVICES
- ☐ LANAI: PARENTS AND CHILDREN TOGETHER
- ☐ KAUAI: CHILD AND FAMILY SERVICE

☐ NO CHILD WELFARE SERVICES INTERVENTION IS WARRANTED

CHILD WELFARE SERVICES, VOLUNTARY CASE MANAGEMENT, OR FAMILY STRENGTHENING SERVICES MUST SUBMIT A WRITTEN REPORT OF THE INTERVENTION EFFORTS TO THE FAMILY COURT AT LEAST TWO DAYS PRIOR TO THE SCHEDULED FAMILY COURT HEARING. VOLUNTARY CASE MANAGEMENT OR FAMILY STRENGTHENING SERVICES WILL ACCOMPANY THE CLIENT TO THE FAMILY COURT HEARING AS A SUPPORT TO THE CLIENT.

NEXT FAMILY COURT HEARING DATE AND TIME: _____

COMPLETED BY: STATEWIDE CHILD WELFARE SERVICES ☐ INTAKE UNIT 1 ☐ INTAKE UNIT 2

INTAKE SOCIAL WORKER: _____

TELEPHONE NUMBER: _____ EMAIL ADDRESS: _____

DATE COMPLETED: _____